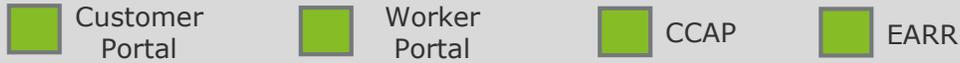


# Production Daily Health Report

## Thursday December 8th, 2016 (10:00 AM EDT)

### Infrastructure and Upcoming Events



**Daily Smoke Test Status:** Pass

#### Key Events

Date	Event	Status
12/9	SSP Recon	In Progress
12/9	RIW Issuance	Not Started
12/9	Support Service Issuance	Not Started
12/10	Weekly Release	Not Started

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
182	0	182	137

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

### Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	1392	0

### Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

\*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

# RIBridges Top Issues Impacting Cases

Thursday December 8th, 2016 (10:00 AM EDT)

# 118

## Cases without Coverage due to Top Issues

**0** P1 Incidents  
**4** P2 incidents  
**1598** P3 incidents  
**82** P4 incidents

### Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	Attendance Recon Screen Errors CCAP Provider Portal (RIB-8864)	~	Multiple errors found during QA. Missing age group, null values for previous and correct payments, and the confirm child details drop-down menu was pre-populated, should be blank.	<b>Resolved</b> - Issues are now fixed 12-08-2016
2	Application Errors During Authorization Due To Missing End Dates (RIB-9013)	~	Data inconsistencies in the DC case program are causing application errors during authorization. Duplicate records must be removed and effective end dates must be added to cases missing them.	<b>Resolved</b> - Data fixes completed. 12-08-2016
3	Authorized Overpayment Referral Records Cancelled (RIB-4757)	~	The issued benefits history of authorized RIW cases are being cancelled after authorization of overpayment referrals for 10/2016	<b>Partially Resolved</b> - Code fix implemented Pending data fix targeted for 12-10-2016
4	GPA Benefit Issuance Issues - Check is not sent and issues with converted data (RIB-5188, RIB-4018)	~100	Mismatch of converted data between MCI and Eligibility tables	Target Fix Date - 12-10-2016
5	December Issuances Not Displaying on Issuance Summary/Search Screen (RIB-8751)	~	Upon changing the effective dates for December issuances, the correct values were displayed. Issuance triggers not inserted on eligibility run for 3 remaining cases, RCA in progress	Targeted Fix Date - 12-13-2016
6	Medicaid Accounts Incorrectly Pended Due to Incorrect SWICA/DLT Mismatches (RIB-3010, RIB-5224)	~18	14 triggers failed since these accounts are flagged as Benefit Mismatch accounts. 4 Accounts failed due to other exceptions. These accounts need eligibility re-run from the front end.	Deloitte re-ran eligibility for 18 accounts, 14 of which were completed and 4 require more information from the user. Target date pending state approval

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to December 6th

## Start of the Day

**1,101**

Scanned/Indexed



**12,995**

Processed



**22,058**

Completed



**36,154**

Total

## Daily Net Change

**-151**

Scanned/Indexed



**512**

Processed



**508**

Completed



**878**

Total

## End of the Day

**950**

Scanned/Indexed



**13,507**

Processed\*



**22,566**

Completed\*\*



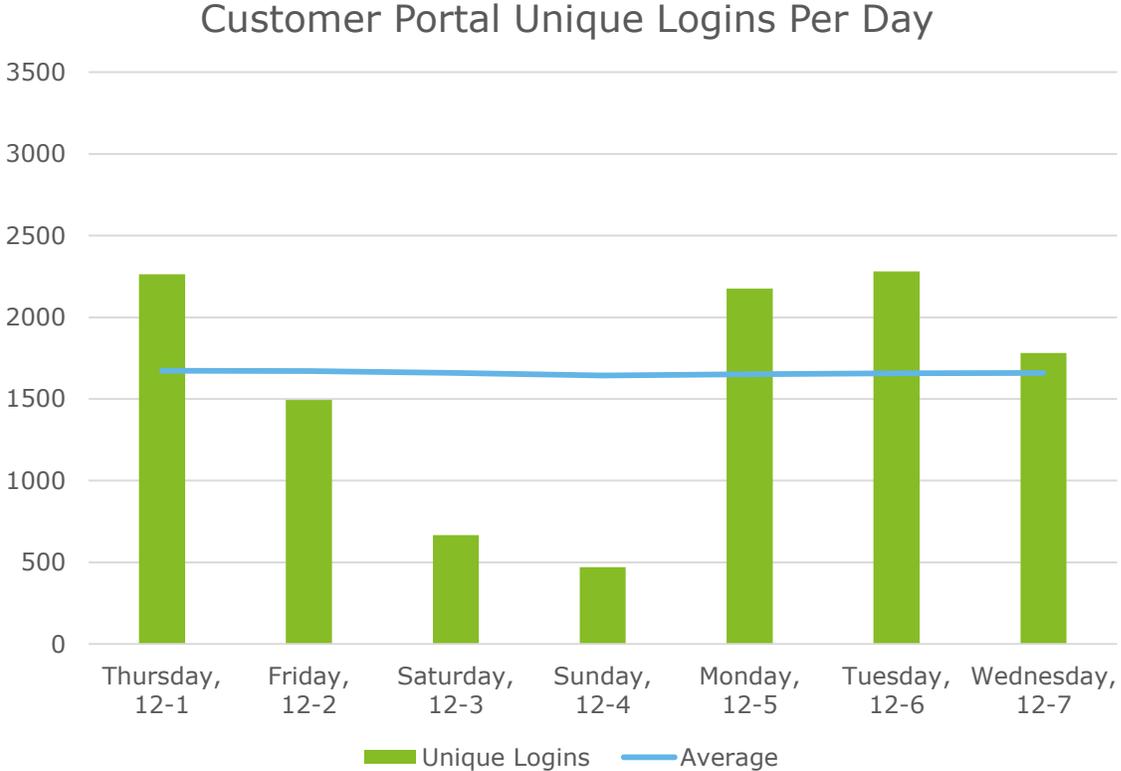
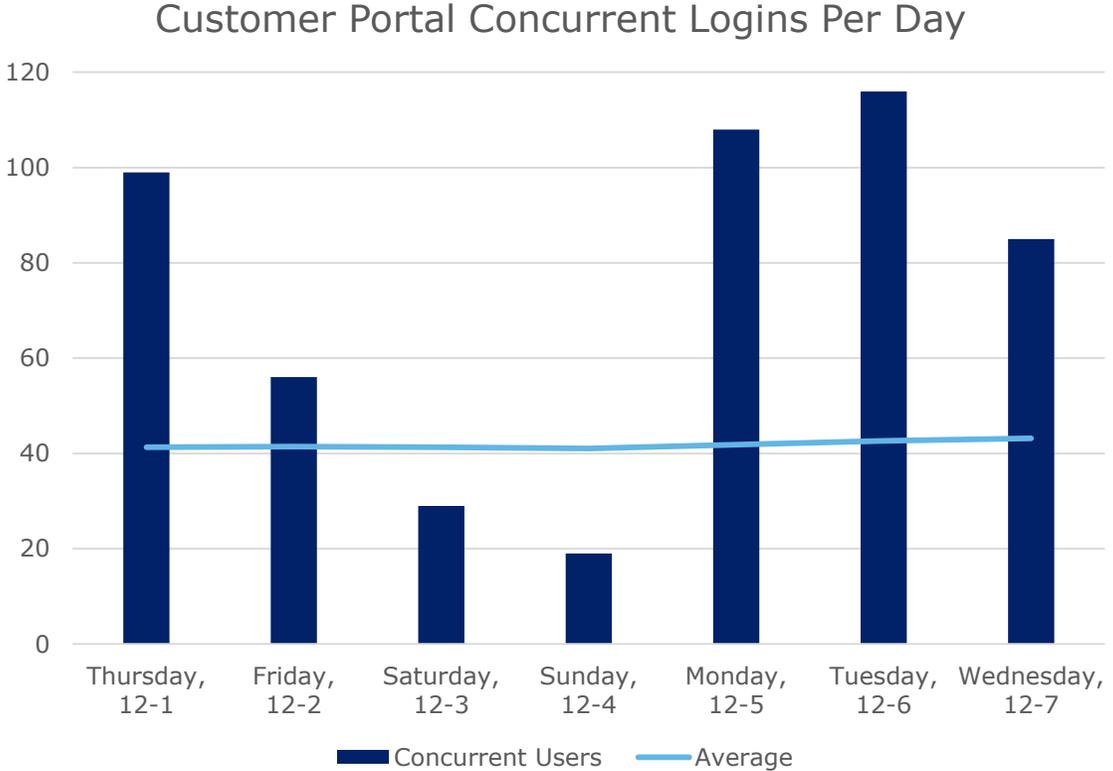
**37,032**

Total\*\*\*

\* Processed applications have gone through the application registration process, but eligibility has not been run.  
\*\* Completed applications have been processed and have had eligibility run.  
\*\*\* Total is the total number of applications present in the system

# RIBridges Technical Metrics – Customer Portal

Thursday December 8th, 2016 (10:00 AM EDT)

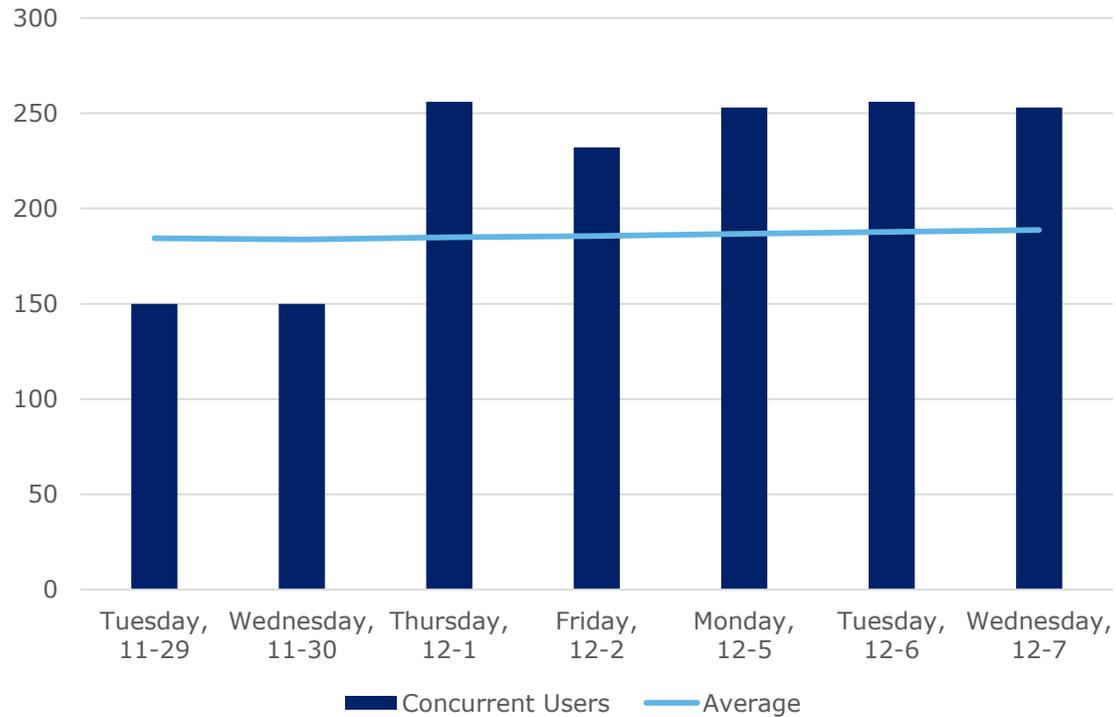


\*Concurrent is over five minutes

# RIBridges Technical Metrics – Worker Portal

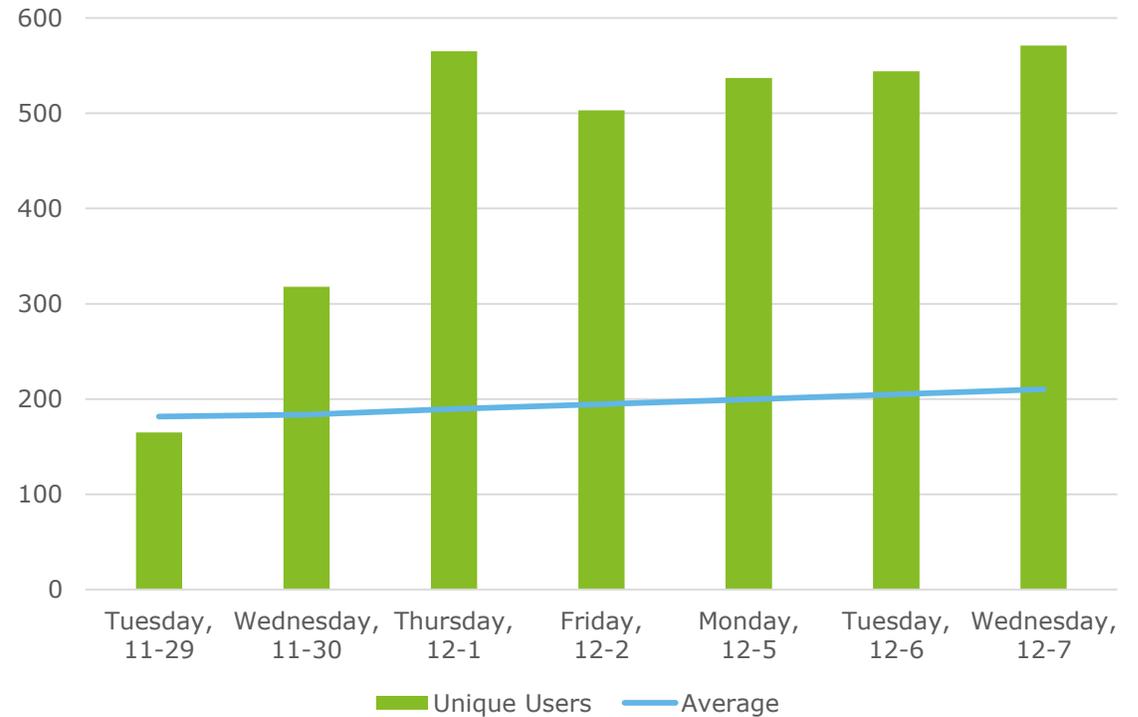
Thursday December 8th, 2016 (10:00 AM EDT)

### Worker Portal Concurrent Logins Per Weekday



\* Concurrent is over five minutes  
 \*\* Exact number of concurrent logins with no exclusions

### Worker Portal Unique Logins Per Weekday

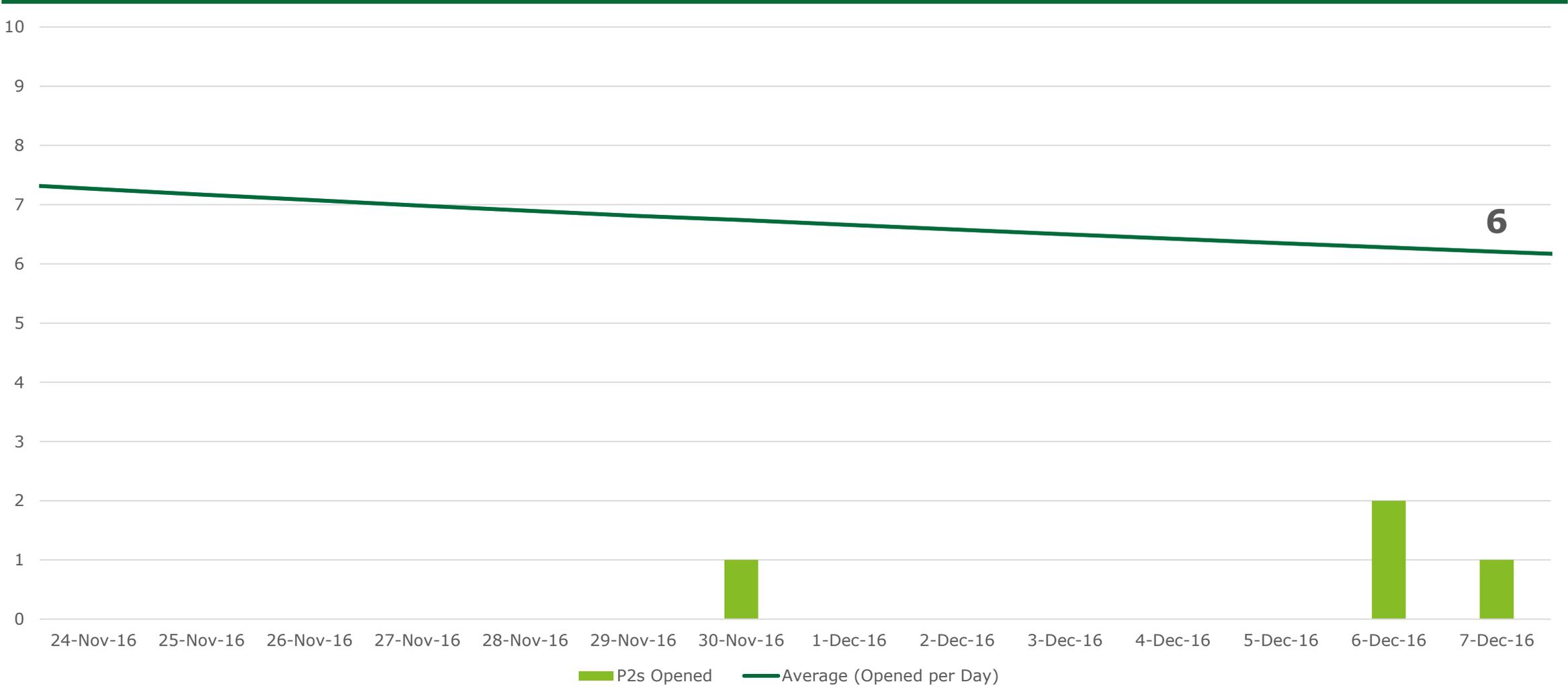


\* Excludes Deloitte and contractor logins prior to 11/30.  
 \*\* Deloitte and contractor logins included 11/30 and on

# RIBridges Technical Metrics – P2 Incident Report

Thursday December 8th, 2016 (10:00 AM EDT)

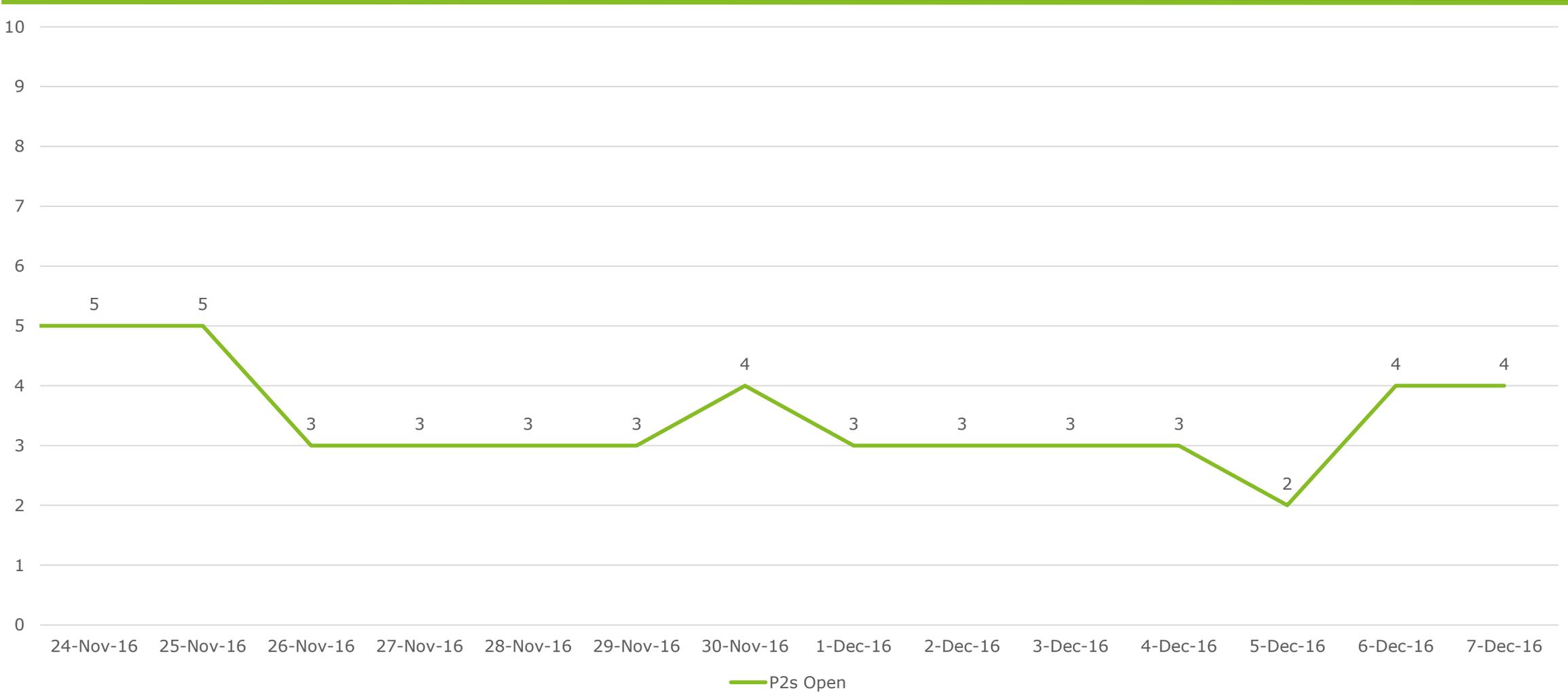
P2 Incidents Opened by Day



# RIbridges Technical Metrics – P2 Incident Report

Thursday December 8th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



# RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Thursday December 8th, 2016 (10:00 AM EDT)

Total Priority 3 Blocker Incidents Open by Day

